

## Summary Details

<b>Reference</b>	15 E
<b>Proposal</b>	Cloud-hosted Revenues and Benefits solution
<b>Theme</b>	Stronger Council
<b>Executive Team</b>	Customer
<b>Service Team</b>	Revenues and Benefits
<b>Proposal Description</b>	<p>The current contract for the Capita Revenues and Benefits system expires on 31<sup>st</sup> March 2020. Capita have submitted a proposal to host the system in the Cloud with the software provided on a subscription basis. The proposal is for a 5-year contract. The first year includes a one-off £30,000 implementation fee.</p>
<b>Outcome Description</b>	<p>The contract ensures the continued operation of the Revenues and Benefits system from 1 April 2020. The benefits of the proposal are:</p> <p>The Capita One Cloud service provides a guaranteed uptime of 99.5%. To ensure business continuity, the service has layers of resilience built in, from the redundancy of individual components, to resilience across multiple data centres.</p> <p>The Capita cloud service provides a secure application that will allow staff to use the Revenues and Benefits system wherever and whenever they need it. By making secure access more flexible, this allows staff to work from wherever they will be most productive. This supports a key element of the People Strategy.</p> <p>Reduction of on-going IT costs - The Capita One Software-as-a-Service model requires no IT investment, software implementation or on-going maintenance.</p>
<b>Delivered From</b>	01/04/2020
<b>How Measured</b>	Implementation of cloud-based system
<b>Dependency Other Projects</b>	ICT are appraising cloud-based solutions across the organisation. Any resultant ICT savings need to be considered as part of this wider review.
<b>General / Housing / Mix / CSB / DDF</b>	CSB

**Revenue Implications**

<b>Cost / Income Item</b>	<b>2020/21 £</b>	<b>2021/22 £</b>	<b>Recurrent</b>	<b>Notes</b>
Implementation	£60,000	0	Non-recurrent	One off-cost for the system implementation
Cloud-based solution	£25,000	£25,000	Recurrent	Current system costs are £105,000 per annum. The proposed solution is £130,000 representing an increase of £25,000 per annum.
<b>Total</b>	<b>£85,000</b>	<b>£25,000</b>		

**Capital**

<b>Capital / Asset Sale Item</b>	<b>2020/21 £</b>	<b>2021/22 £</b>		<b>Notes</b>
<b>Total</b>				

**Capital Implications on Revenue**

<b>Capital / Asset Sale Item</b>	<b>2020/21 £</b>	<b>2021/22 £</b>		<b>Notes</b>

Development Proposal 2020/21

<b>Total</b>				

**Decision Summary**

<b>Pre-meet 03/10/19</b>	Passed, more detail required
<b>Cabinet 31/10/19</b>	
<b>Cabinet 05/12/19</b>	